New Belgian Rail Interface

Booking in 3 Easy Steps

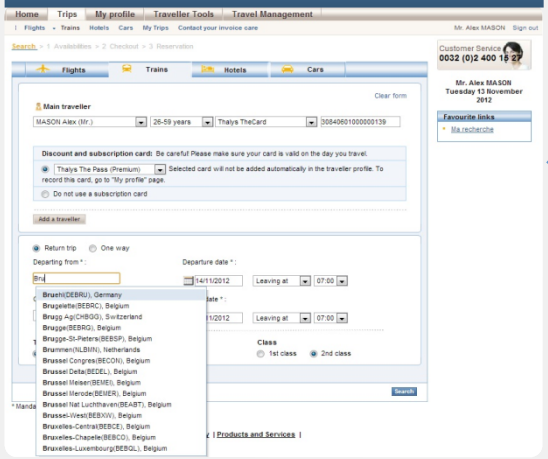
User Guide

EGENCIA™

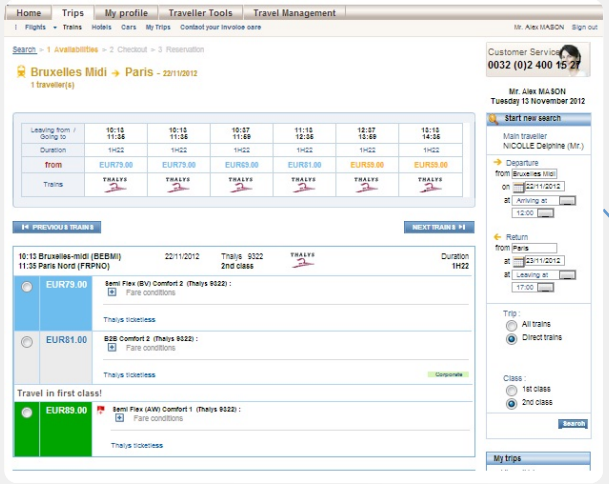
AN EXPEDIA, INC. COMPANY

EGENCIA | Rail Booking in 3 Easy Steps

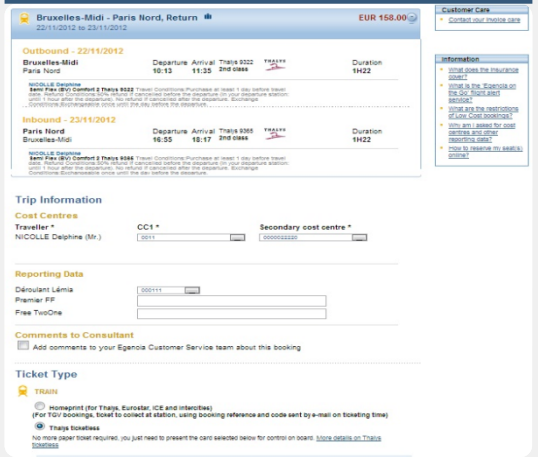
Search Form



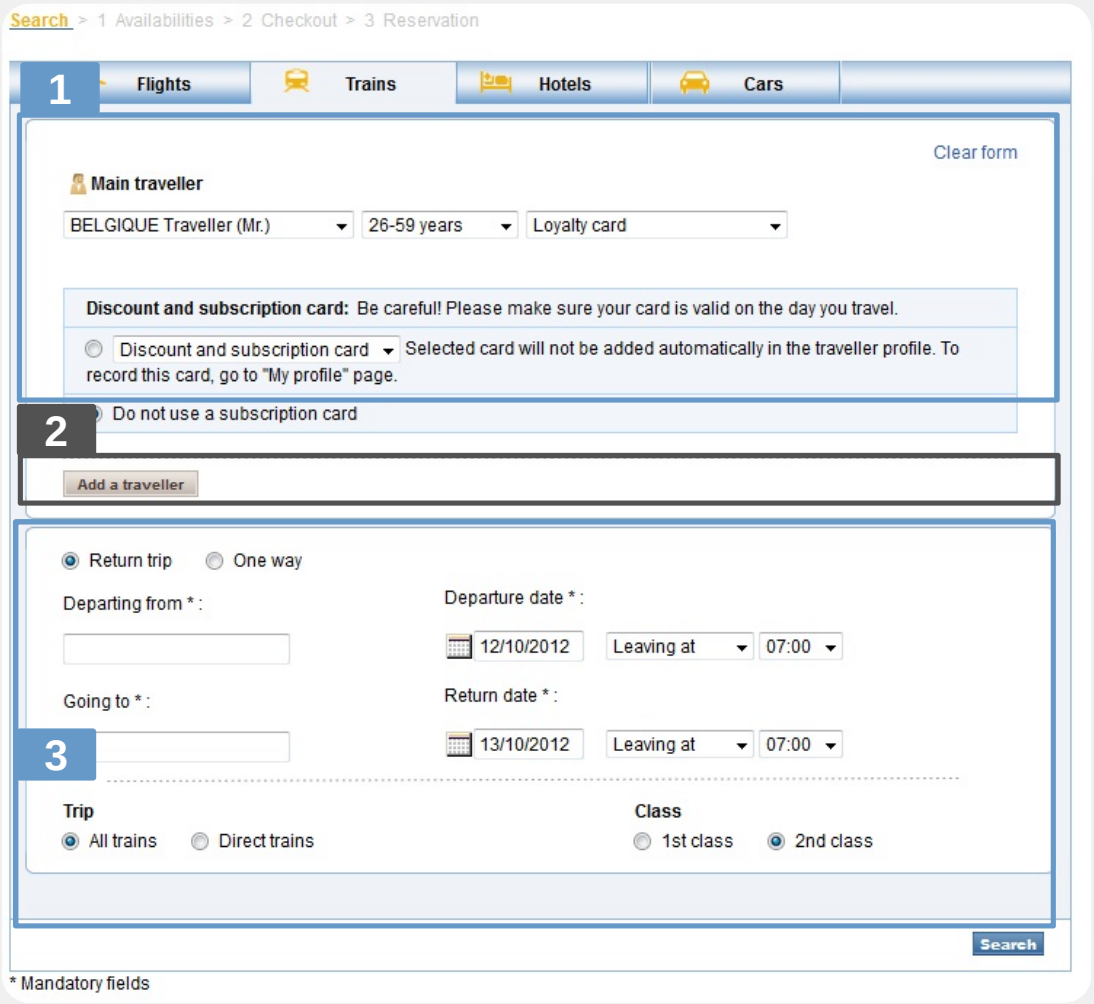
Shop for Outbound and Inbound trains



Confirmation Page



EGENCIA | 1. Search Form



1

Additional field options:

- ✓ Age range
- ✓ Loyalty card
- ✓ Discount/subscription card

If the traveller profile includes loyalty and discount or subscription cards, it will automatically appear in the search form.

2

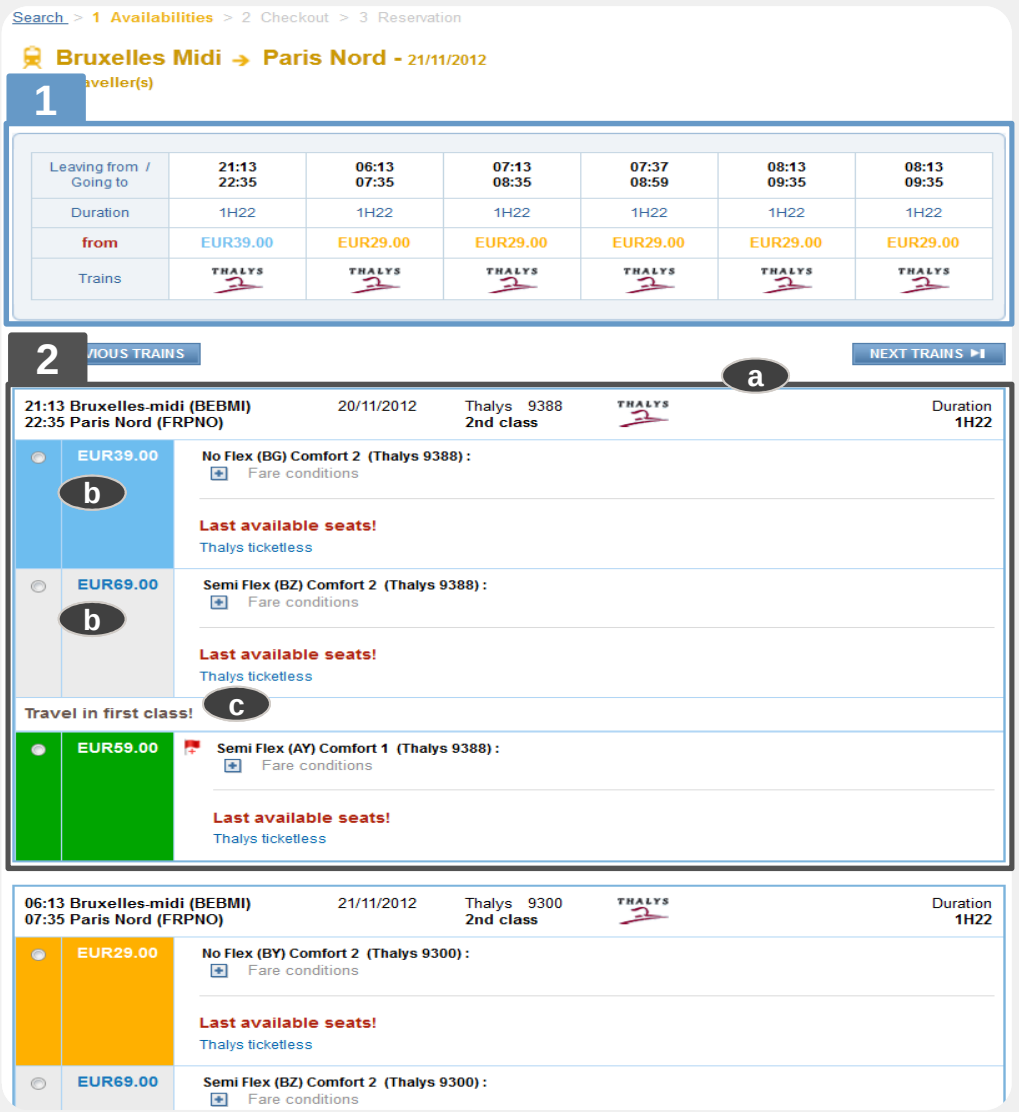
Additional travellers (Up to 6 per booking) can be added to the trip, by clicking on the “Add a traveller” button. The same fields for age, loyalty cards and subscription cards will appear.

Please note: *If you select a subscription card for one of the travellers, it will apply for all the travellers. You have to book separately if the travellers have different subscription cards.*

3

Destination and dates have to be specified. Selecting the “Direct trains” option will retrieve direct trains only in the search results. Depending on the travel policy of the main traveller, 1st or 2nd class will be selected by default.

EGENCIA | 2. Train & Fare Selection



1

The matrix displays the available outbound trains with schedules, journey duration and lowest fare.

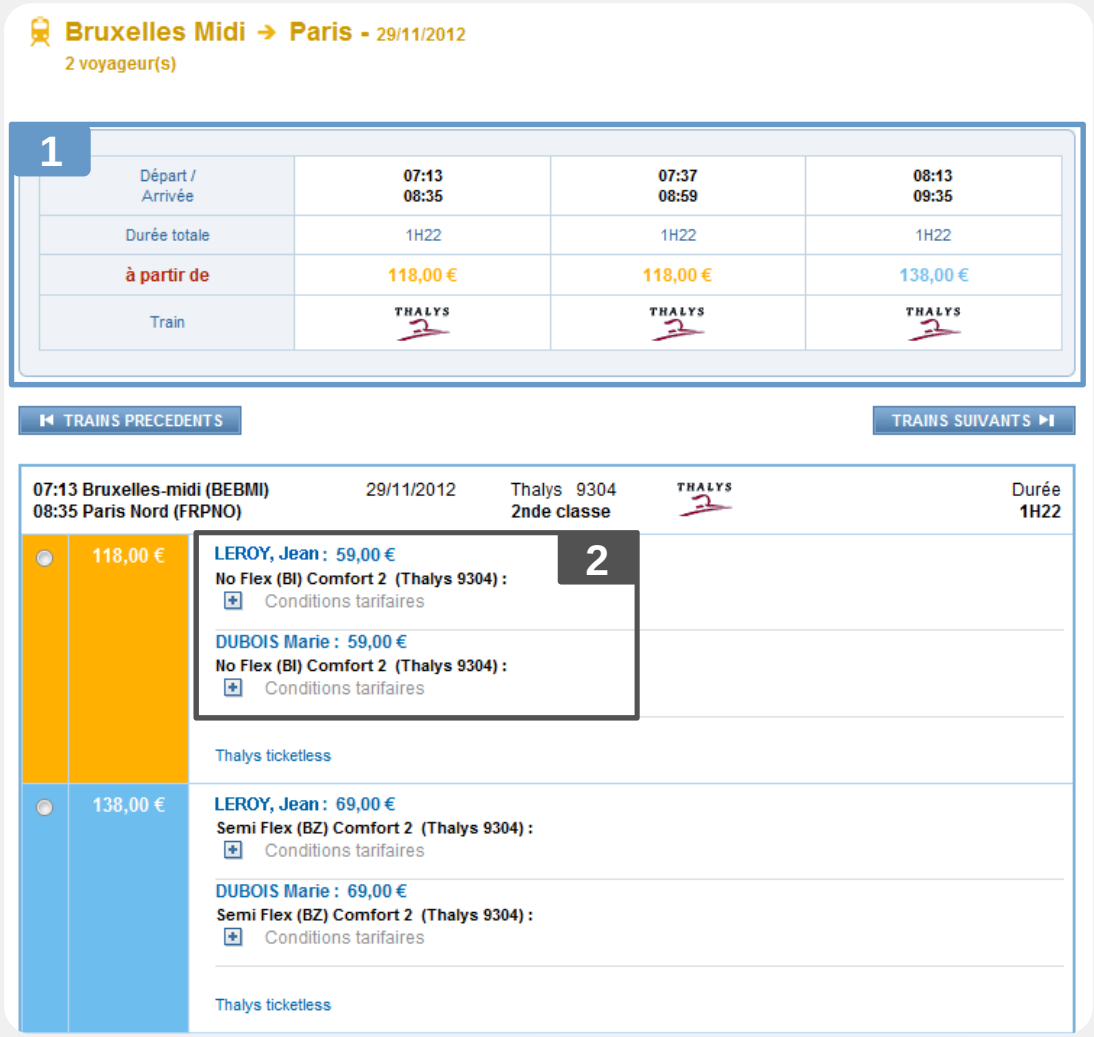
Clicking on the rate will redirect you below in the page to the details of the train selected.

2

Further down in the page details on the available trains can be found:

a. Schedule, train number, class and duration
b. Lowest fare per flexibility level in the class of travel requested via the search form. If the requested class was 2nd, the lowest fare for first class is also proposed.
c. Out-of-policy propositions are flagged according to the travel policy of the traveller.

EGENCIA | 2. Train & Fare Selection



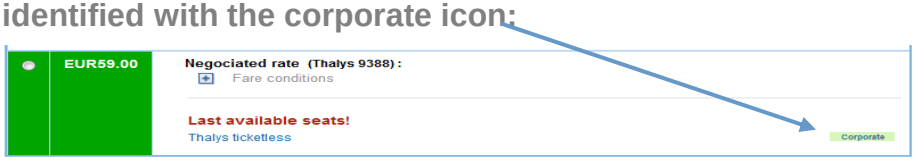
1 If more than one traveller is selected in the search form, the matrix prices and the fares represents the total for all the travellers.

2 Fares are proposed per passenger and the individual price is displayed right after the traveller's name.

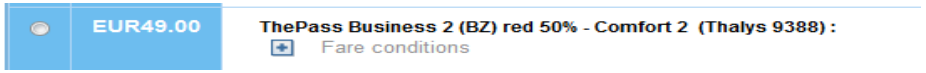
Please note: *If you select a subscription card for one of the travellers, it will apply for all the travellers. You have to book separately if the travellers have different subscription cards.*

Corporate and subscription card fares

Corporate fares are identified with the corporate icon:

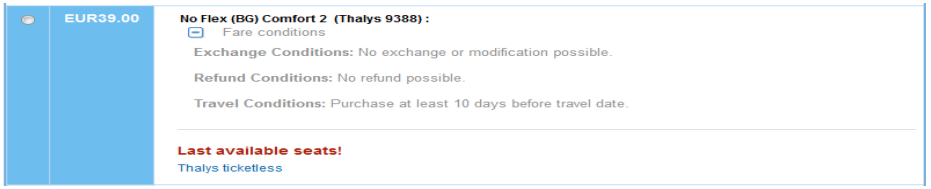


Subscription card fares are identified by their specific fare name:



Fare conditions

Rate details are available by clicking on the + fare conditions:


EUR39.00
No Flex (BG) Comfort 2 (Thalys 9388) :
Fare conditions
Exchange Conditions: No exchange or modification possible.
Refund Conditions: No refund possible.
Travel Conditions: Purchase at least 10 days before travel date.
Last available seats!
Thalys ticketless

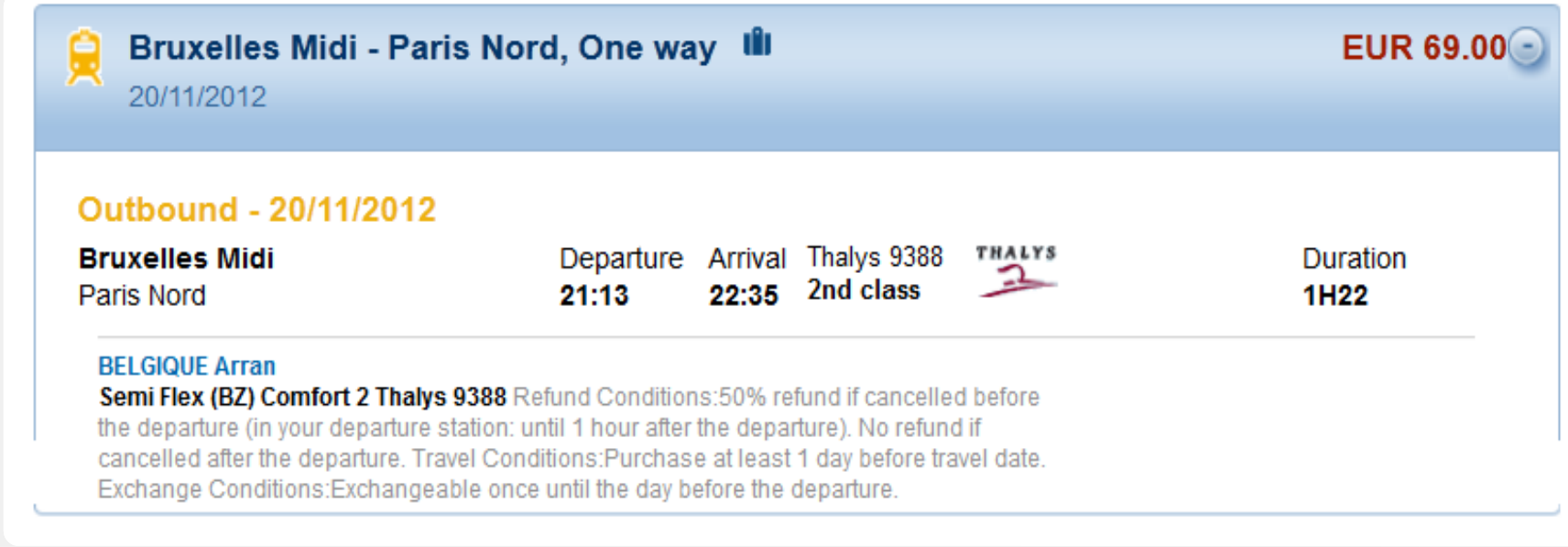
Inbound

After selecting the outbound journey, if a round-trip was requested, the inbound journey is presented the same way as the outbound was. A short description of the selected outbound is available on the top:

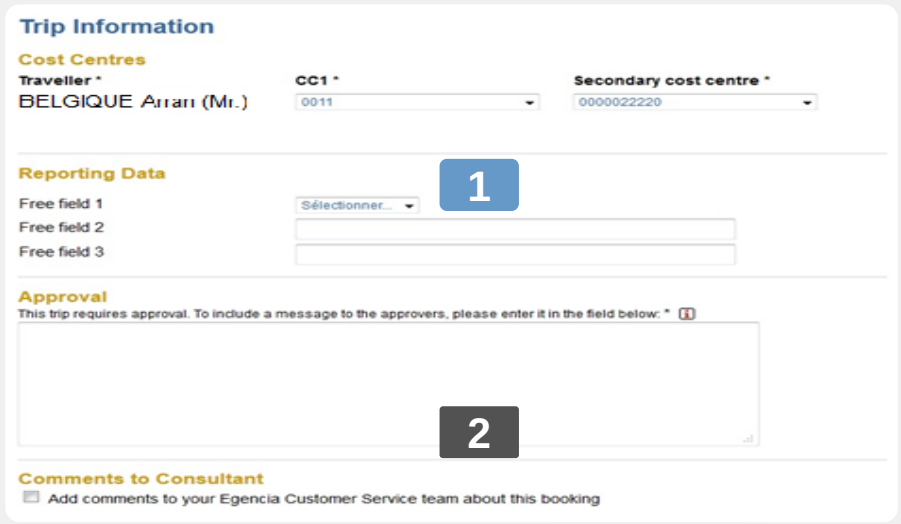
Selecting an inbound fare leads to the confirmation page.

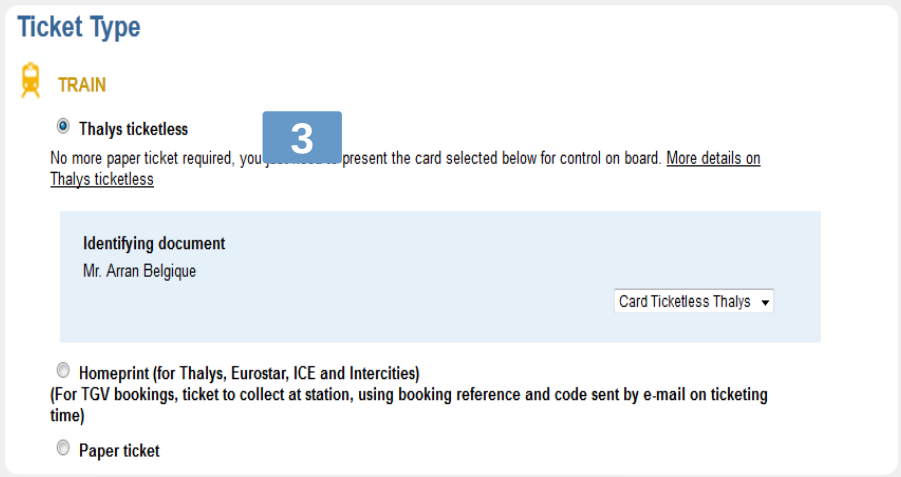
EGENCIA | 3. Confirmation Page: Summary

A summary of the booking (outbound and inbound if applicable) is displayed. It contains both the itinerary and the fare information:


Bruxelles Midi - Paris Nord, One way
20/11/2012
EUR 69.00
Outbound - 20/11/2012
Bruxelles Midi
Paris Nord
Departure
21:13
Arrival
22:35
Thalys 9388
2nd class
THALYS
Duration
1H22
BELGIQUE Arran
Semi Flex (BZ) Comfort 2 Thalys 9388 Refund Conditions:50% refund if cancelled before the departure (in your departure station: until 1 hour after the departure). No refund if cancelled after the departure. Travel Conditions:Purchase at least 1 day before travel date. Exchange Conditions:Exchangeable once until the day before the departure.

EGENCIA | 3. Confirmation Page: Trip & Ticket Information




Ticket Type
TRAIN
Thalys ticketless
3
No more paper ticket required, you present the card selected below for control on board. More details on Thalys ticketless
Identifying document
Mr. Arran Belgique
Card Ticketless Thalys
Homeprint (for Thalys, Eurostar, ICE and Intercities)
(For TGV bookings, ticket to collect at station, using booking reference and code sent by e-mail on ticketing time)
Paper ticket

1 Cost centers and free fields (depending on company settings) can be filled here.

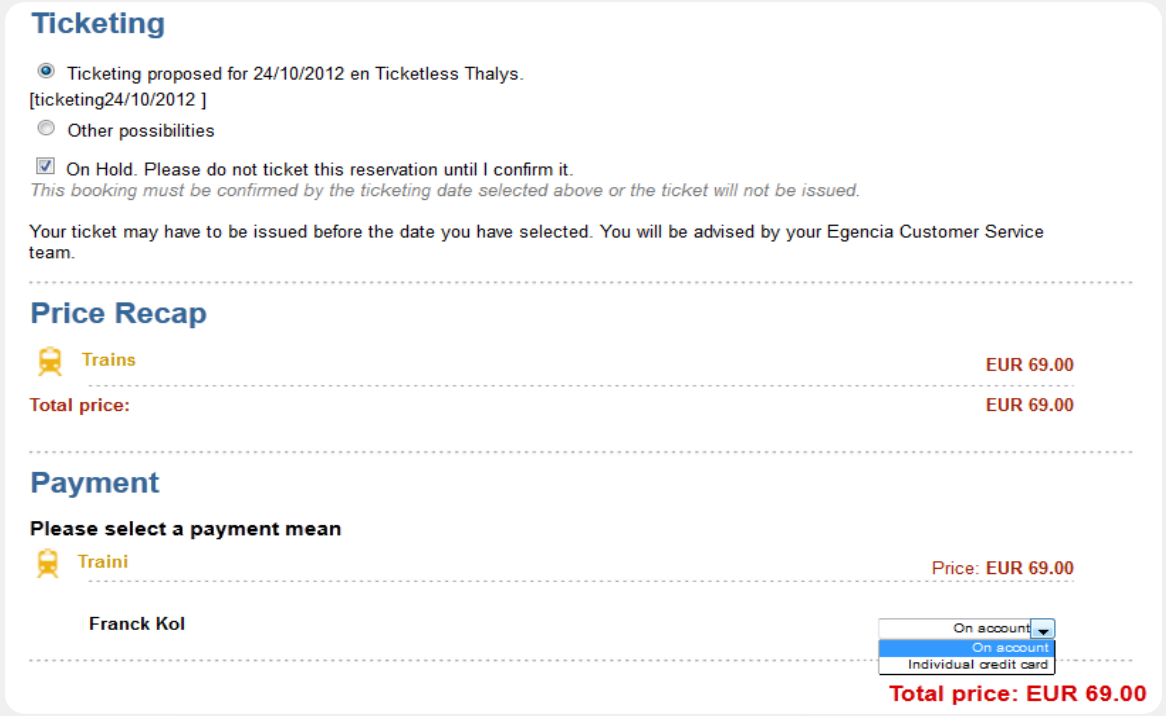
2 The booker can also add comments for the approver or submit comments for the travel consultants. Comments to the travel consultants can generate offline modification fees.

3 Ticket type can be chosen here, it can be either:

- HomePrint – available for any ticket: can be print by the traveller itself.
- Thalys TicketLess – available for Thalys only: only the Thalys theCard is to be presented on board.
- Paper ticket

Electronic ticket types are always clicked by default.

EGENCIA | 3. Confirmation Page: Ticketing & Payment


Ticketing
Ticketing proposed for 24/10/2012 en Ticketless Thalys.
[ticketing24/10/2012]
Other possibilities
On Hold. Please do not ticket this reservation until I confirm it.
This booking must be confirmed by the ticketing date selected above or the ticket will not be issued.
Your ticket may have to be issued before the date you have selected. You will be advised by your Egencia Customer Service team.
Price Recap
Trains
EUR 69.00
Total price:
EUR 69.00
Payment
Please select a payment mean
Traini
Price: EUR 69.00
Franck Kol
On account
On account
Individual credit card
Total price: EUR 69.00

1

A default ticketing date is proposed. Another date can be selected with the “Other possibilities” option or the “On hold” checkbox can be selected to put the booking on-hold until confirmation.

2

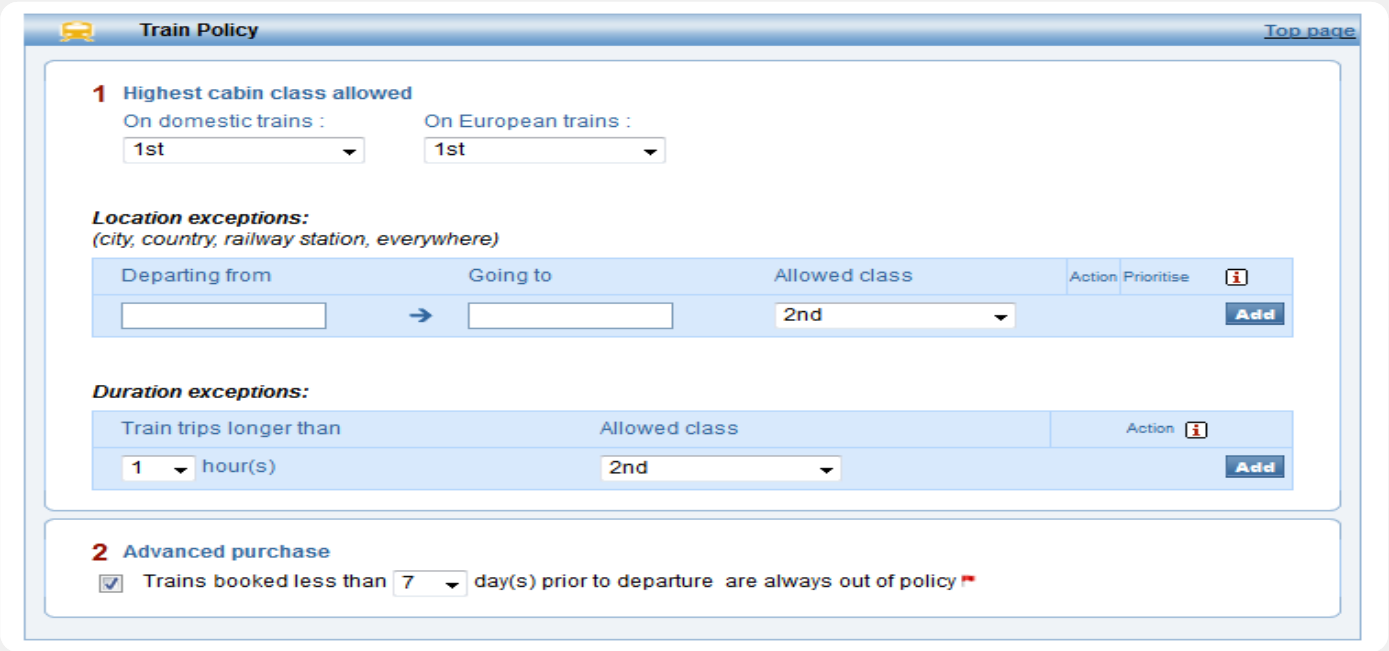
Different payment means can be selected according to company and traveller settings. Egencia will invoice accordingly.

EGENCIA | Travel Manager : Travel Policy Settings

Travel policy can be defined per traveller group.

The travel director can set the highest cabin allowed and exceptions on specific routes or for specific duration.

Advanced purchase rules can also be defined.



New Belgian Rail Interface

Booking in 3 Easy Steps

User Guide

EGENCIA™

AN EXPEDIA, INC. COMPANY